Known Error Database Management Process

Problem Manager	Problem Coordinator	Incident Manager	Service Level Manager

Information from Incident, Problem or Change/Release (start)

Problem Coordinator
- 1.1.1 Analysis of Incident, Problem or Release/Change Data
- Potential for new Known Error Entry?
- 1.1.2 Review Existing Known Error Database Entries
- Existing Known Error Entry?
- 1.1.3 Update Existing Known Error Database Entry
- 1.2.1 Create Draft Known Error Database Entry
- 1.2.2 Edit Draft Known Error Database Entry
- 1.2.3 Request Review of Known Error Database Entry

Incident Manager
- 1.1.1 Analysis of Incident, Problem or Release/Change Data
- Potential for new Known Error Entry?
- 1.1.2 Review Existing Known Error Database Entries
- Existing Known Error Entry?
- 1.1.3 Update Existing Known Error Database Entry
- 1.2.1 Create Draft Known Error Database Entry
- 1.2.2 Edit Draft Known Error Database Entry
- 1.2.3 Request Review of Known Error Database Entry

Service Level Manager
- 1.1.1 Analysis of Incident, Problem or Release/Change Data
- Potential for new Known Error Entry?
- 1.1.2 Review Existing Known Error Database Entries
- Existing Known Error Entry?
- 1.1.3 Update Existing Known Error Database Entry
- 1.2.1 Create Draft Known Error Database Entry
- 1.2.2 Edit Draft Known Error Database Entry
- 1.2.3 Request Review of Known Error Database Entry

Off-page connectors (right side):
- No Known Error Entry Created or Updated
- Existing Known Error Entry Updated

Problem Manager
- 1.3.1 Identify Known Error Database Entries Ready for Review
- No Entry Ready for Review? → Existing Known Error Entry Updated
- 1.3.2 Review Identified Known Error Database Entry
- 1.3.3 Check for Duplicate Known Error Database Entry
- Not a Duplicate Entry? → No new Entry Created
- 1.3.4 Publish Known Error Database Entry → Known Error Entry Published

- **Scheduled Review for Retirement** (start)
- 1.4.1 Check for Known Error Database Entries for Retirement
- Ready for Retirement Review? → Known Error Entry Published
- 1.4.2 Review Identified Known Error Database Entry for Retirement
- Eligible to Retire? → Known Error Entry Not Retired
- 1.4.3 Update Known Error Database Entry
- 1.4.4 Retire Known Error Database Entry → Known Error Entry Retired

GENERAL			
This document is under the Change Management Control Policy.			
Document Owner	Problem Manager	Owner Org	Computing Sector
Effective Date	1-28-2021	Review	Annually

VERSION HISTORY			
Version	Date	Author(s)	Change Summary
1.0	10-04-2013	Problem Manager	Initial
1.1	08-09-2017	Problem Manager	Check against Knowledge 2.0 Module in ServiceNow.
1.2	12-14-2017	Problem Manager	Initial release.
1.3	01-28-2021	Problem Manager	Minor typo fixed.